

PERFORMANCE MANAGEMENT SYSTEM · V1.0.0

Workflow Guide

The annual review lifecycle, role responsibilities, state transitions, notifications, and HR recovery actions.

Performance Management System · Workflow Guide · Confidential

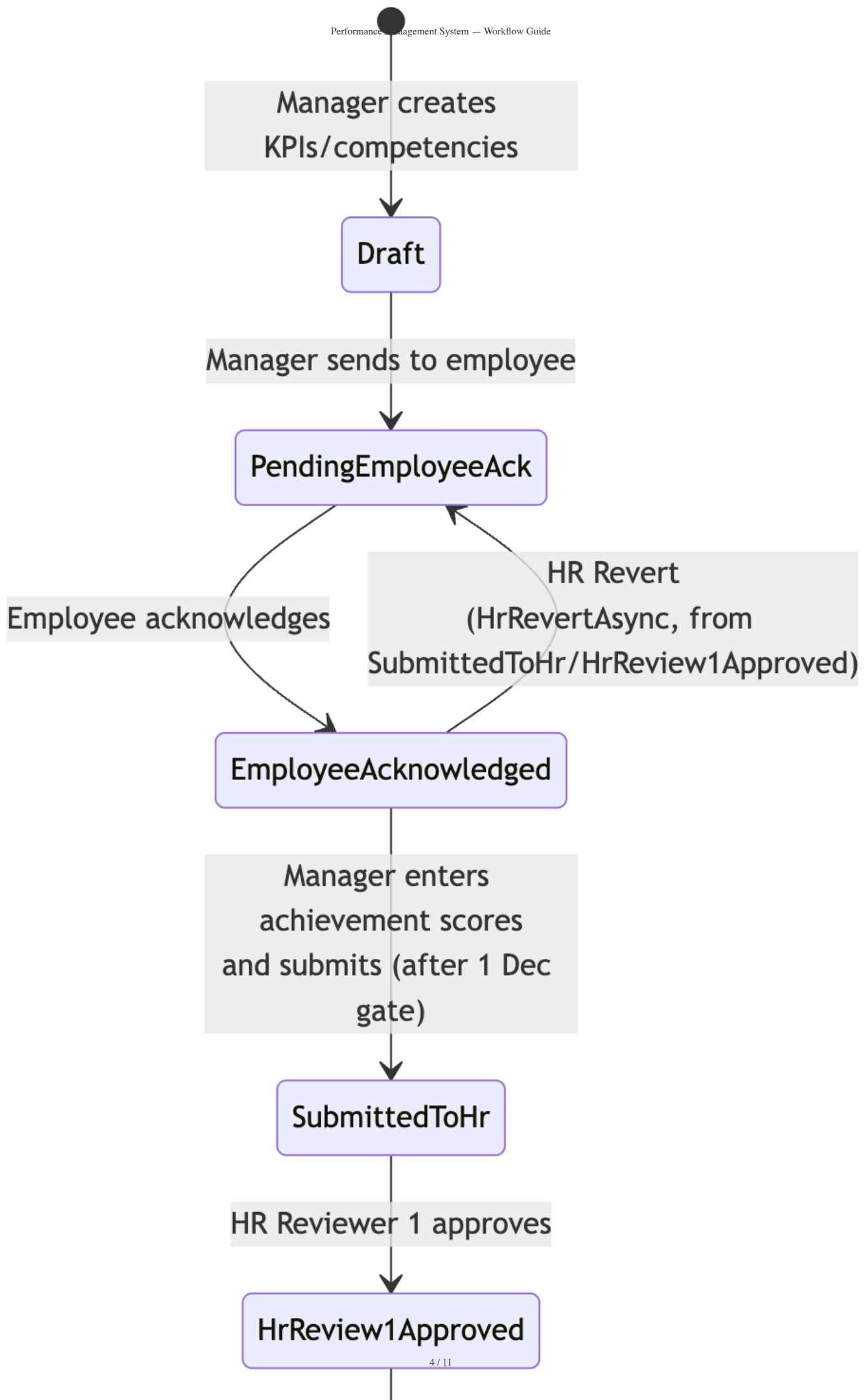
1.	Annual review lifecycle
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1. Annual review lifecycle

Every employee's performance review for a given year is a single record that moves through a fixed, enforced sequence of seven statuses. No stage can be skipped, and every transition is timestamped, attributed to the user who performed it, and recorded in the review's own timeline.

#	STATUS	TYPICAL TIMING
1	Draft (KPI Creation)	Start of year — annual forms are generated automatically on 1 January.
2	Pending Employee Acknowledgement	As soon as the manager finishes setting KPIs/competencies.
3	Employee Acknowledged (Manager Review)	After the employee acknowledges; achievement scoring opens mid/end-year.
4	Submitted to HR	After the manager enters achievement scores (from the configured submission date).
5	HR Review 1 Approved	After the first HR reviewer's approval.
6	Approved (Completed)	After a <i>second, different</i> HR reviewer's final approval.

2. State transition diagram



HR Reviewer 2 approves
(different reviewer —
segregation of duties)

Approved



An HR reviewer can also send a submitted review back to the manager for correction (**HR Revert**) — the only backward transition in the normal (non-administrative) flow.

3. Manager responsibilities

1. At the start of the cycle: set each direct report's KPIs (with weights, across the four balanced-scorecard perspectives) and competencies, then send to the employee.
2. At year-end (once the achievement window opens): enter an achievement score for every KPI and competency, complete manager comments, and submit to HR.
3. Respond promptly if HR returns a submission for correction.

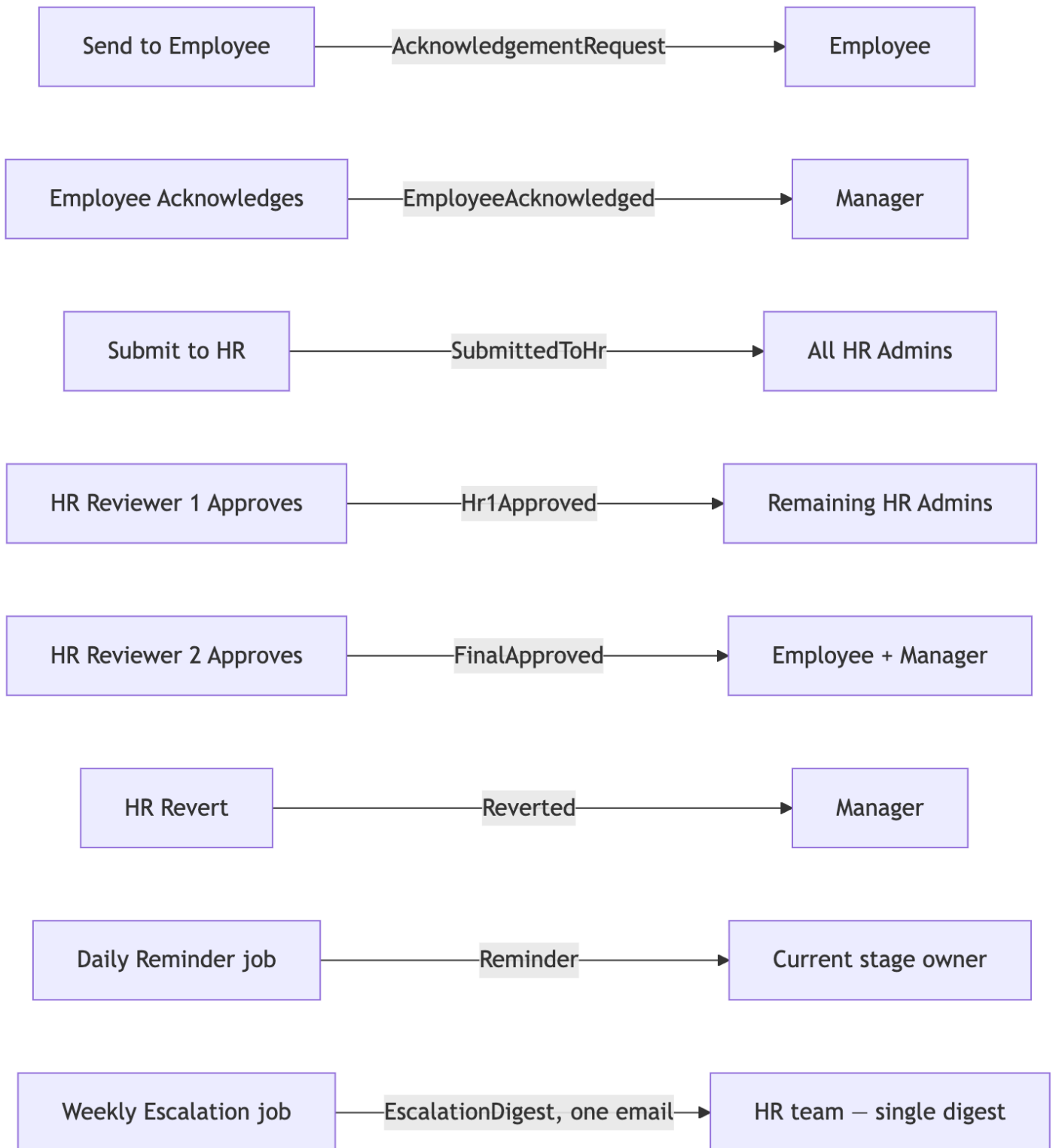
4. Employee responsibilities

1. Review the KPIs/competencies set by your manager and formally acknowledge them.
2. Complete your self-assessment when the achievement window opens (optional but encouraged).
3. Review your final rating once the review is completed.

5. HR responsibilities

1. **First review**: check the submission for completeness and reasonableness, add HR remarks if needed, and approve.
2. **Final review**: a *different* HR reviewer performs the final approval — the system will not allow the same person to do both, enforcing segregation of duties.
3. Use **Workflow Administration** for any exceptional situation the normal flow can't handle (see §7).

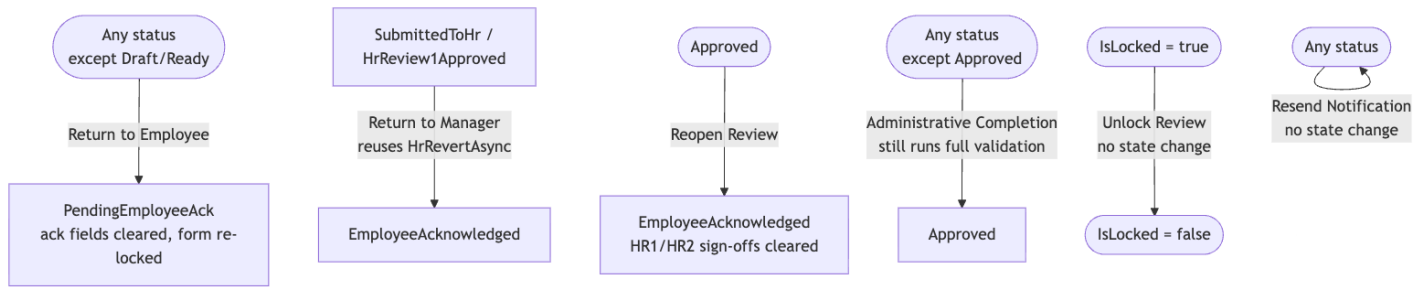
6. Notifications by transition



Every notification is a branded, bilingual HTML email with a signed deep link directly to the relevant review, and a matching in-app notification. A daily reminder job nudges whoever currently owns an actionable review that has sat too long; a weekly digest sends HR a single email listing every review overdue beyond the escalation threshold (not one email per overdue review).

7. Workflow Administration: recovery actions

Available to HR Administrators only, from the Workflow Administration Details page for any individual review. Every action requires a typed reason and a confirmation step, and produces one audit-log entry (actor, reason, previous state, new state, IP address).



ACTION	WHEN TO USE IT
Return to Employee	The employee needs to re-acknowledge — e.g. KPIs changed after the fact, or the wrong employee's form was sent.
Return to Manager	A submission needs score corrections after it's already reached HR.
Reopen Review	A completed review needs to be corrected — e.g. an error discovered after final approval. Both HR sign-offs are cleared and must be re-obtained.
Resend Notification	An email genuinely failed to arrive (mail server outage, wrong address since corrected) and the current stage-owner needs a fresh copy.
Administrative Completion	A manager or HR reviewer has left the organization mid-cycle and cannot complete their step — HR finalizes on their behalf. Still requires the review to be data-complete.
Unlock Review	A single field needs correcting and rewinding the whole workflow would be disproportionate.

8. Audit trail & timeline

Two distinct, complementary records exist for every review:

- **Workflow Timeline** — every status transition, normal or administrative, with date, user, previous stage, new stage, and any note.
- **Audit History** — specifically the administrative actions taken on this review (Workflow Administration overrides), each carrying the typed reason and the administrator's IP address, tagged with an "Workflow Administration: " source prefix so it is immediately distinguishable, months later, from a normal transition.

Both are visible together on the Workflow Administration Details page, alongside a five-node visual progress tracker showing exactly where the review currently stands.